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West Virginia libraries have experienced a number of successes in the current report year as follows:

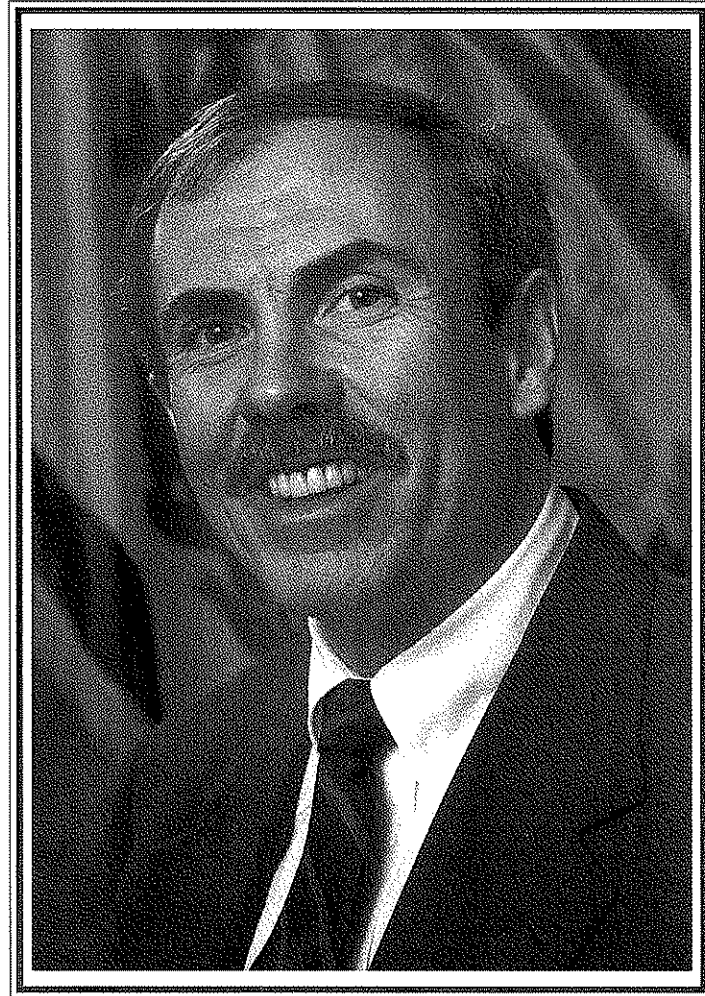
- A grant from the **Appalachian Regional Commission** provided 65 public access computers (PACs) in 27 distressed counties. This translated to two PACs per library system serving over 10,000 and one PAC for library systems serving fewer than 10,000.
- The **State Telecommunications Users Council** through a grant from **Verizon** awarded 178 Cisco routers, one for each public library. The grant also provided the cost of T-1 lines for each of the main libraries in the state. Finally, the grant provided two servers, one for the northern LATA and one for the southern LATA that took a major cost component from the software upgrades. An additional benefit to the ***Digital Bridge Project*** has been the development of a partnership with Verizon. They are now pointing other partners to library projects and consistently speak of the successful working relationship with libraries.
- An additional grant came from the **Beaumont Foundation** that provided 20 laptop computers equipped with wireless routers and printers. The equipment will be used to provide “traveling” labs for training across the state.
- The United States Supreme Court reversed the lower court’s decision on the **Children’s Internet Protection Act**. Although philosophically opposed to this act of censorship, failure to comply would have cost West Virginia libraries approximately \$2 million in federal funds including LSTA and E-Rate reimbursements. The Network Services Division of the West Virginia Library Commission developed a traffic configuration that allowed all public libraries to comply by placing one filtering device each in the north and south.
- One national success this year was the **Reauthorization of the Institute of Museum and Library Services Act**, signed into law on September 25, 2003. The law includes the Library Services and Technology Act that embodies the telecommunications costs for the network as well as training and program support statewide.
- West Virginia’s libraries continued to join forces to serve all of our citizens with the **Automation Software Upgrades** going on throughout the state. The upgrades enable libraries to meet international technology standards by placing a Z39.50 compliant product on the web, therefore enabling libraries and their patrons to view all catalogs in a user-friendly format. The success of this project will diminish the impact of the digital divide by affording library patrons the same services regardless of geographic location or economic challenge.

GREETINGS FROM THE GOVERNOR

Public libraries are an integral part of the educational process, which paves the way to success for all West Virginians. As Governor, I applaud the outstanding services provided by these libraries to the citizens of the Mountain State.

West Virginia libraries offer free access to invaluable resources and unlimited information to all communities within the state. This contribution is key to the advancement of education.

I commend our libraries for their tremendous efforts, and have no doubt they will continue to promote learning and education throughout West Virginia for many years to come.



Very truly yours,

Bob Wise

*Bob Wise
Governor*



COMMENTS FROM THE CABINET SECRETARY

There are few treasures in a society as precious as libraries, for in them the greatness of civilizations is warehoused. In the library, we can search the thoughts of the great philosophers of Greece, study the architecture of Rome, view the sculptures of Michelangelo, and read our own Declaration of Independence. In this same place we might read the writings of Confucius and Lao Tze, or study the proverbs of Solomon. All that humanity has learned across the millennia is preserved in the library, and we are indeed blessed to have that collection so readily available to us.

The library is also an institution where a nearly inexhaustible source of enjoyment may be found. Children and adults alike may venture to the library and discover exciting new worlds where



anything is possible; when you pick up a book you might find yourself in a place full of dragons and kings and knights in shining armor, or aliens and spaceships and distant galaxies, or anything else you can imagine. At the library, one's mind may visit places where one's body can never go.

We should all be grateful to the scores of dedicated men and women who play a role in maintaining

West Virginia's libraries. Their contribution to our state cannot be overestimated.

Sincerely,

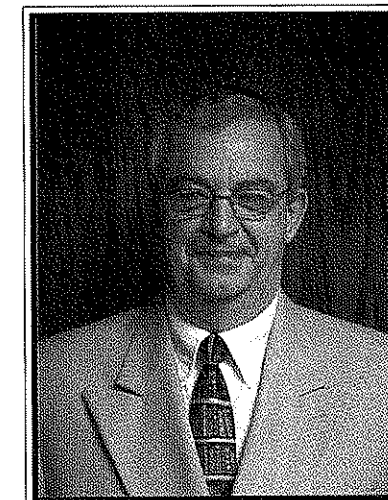
Kay Goodwin, Cabinet Secretary
West Virginia Department of Education and the Arts



LETTER FROM THE SECRETARY

The impact of libraries in West Virginia is a story that requires more than a description of programs. Every life, touched by every service, by every book, from every shelf, in every library across the State add the details to the broad brush strokes of programs.

Libraries touch lives in many different ways. Consider a grandmother holding her first grandchild, re-discovering the same rhymes she read to her own children many years before. Imagine a child holding her very own library card, a magical key to a universe beyond her small world. The library opens the door to great possibilities. It creates and maintains a community, a state, a nation of learners. The library also opens the door to



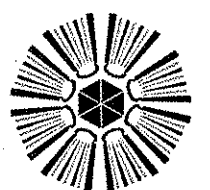
the "great escape," providing a way to set aside reality and follow spies around the world or lose our hearts.

West Virginia is very fortunate to have strong libraries serving its communities. The open door of the public library invites, encourages, educates and strengthens our citizens. In the public library there are no limits on the spirit of the individual. The West Virginia Library Commission is proud of its role in assisting libraries make the

flight of the soul a possibility.

Sincerely,

J. D. Waggoner, Secretary
West Virginia Library Commission



COMMISSIONERS

Merle Moore, Chairman
Webster Springs
Appointed 07/01/91

Duke Horstemeyer
Weirton
Appointed 11/26/01

Kathryn M^cAteer
Shepherdstown
Appointed 10/02/02

Alison Deem
Bridgeport
Appointed 03/15/99

Dr. Charles Julian
Wheeling
Appointed 07/28/00

Elizabeth Mow
Buckhannon
Appointed 11/03/99

Emilie A. Holroyd
Princeton
Appointed 11/25/01

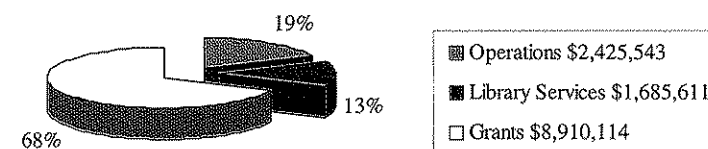
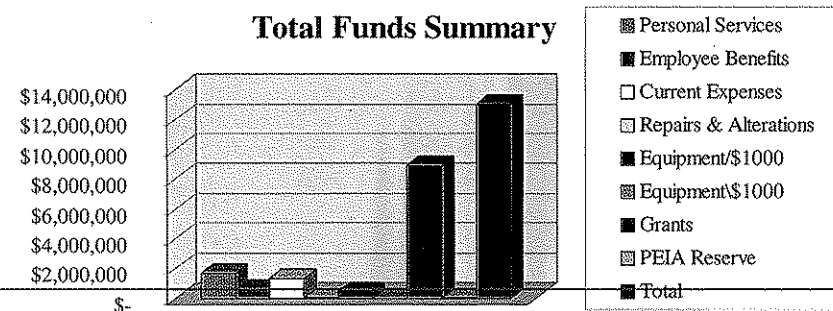
Jack W. Kessler
Hurricane
Appointed 1/14/00

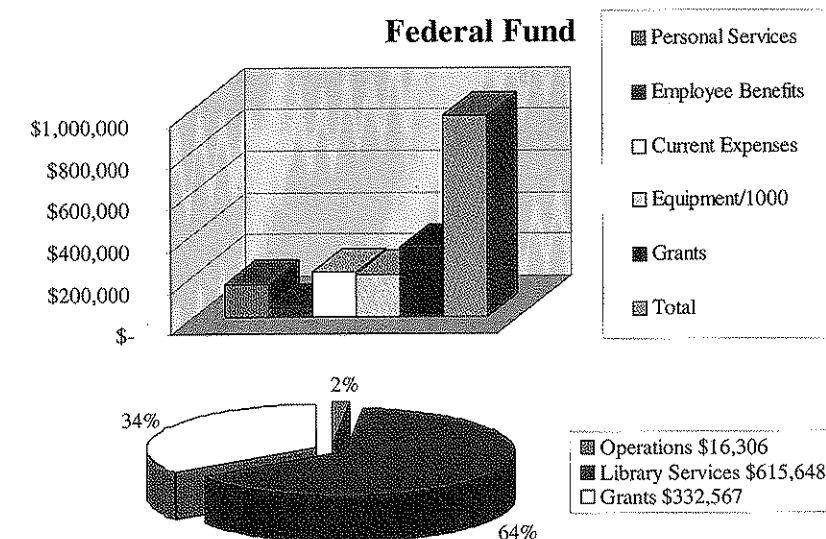
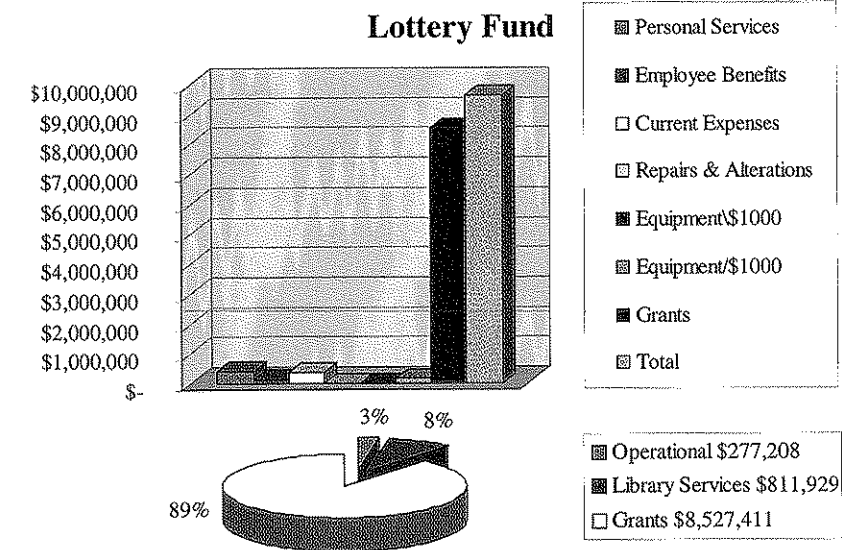
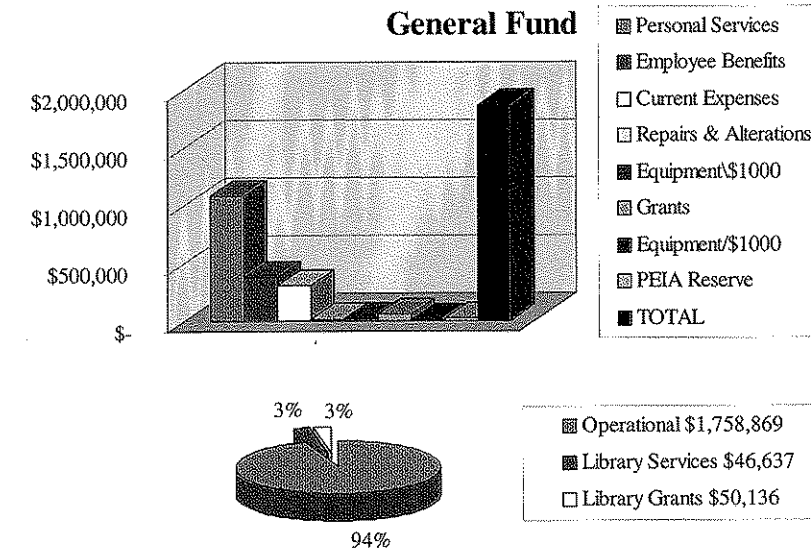
Carl Urps
Welch
Appointed 07/31/02

ADMINISTRATIVE SERVICES

Many of the budget and financial functions are mandated by statute or by a Budget bill and driven by an annual fiscal cycle. Expenditure schedules (about 20 pages), both for appropriation request in August and again in May for the appropriated budget, are filed using guidelines provided from the Budget Office. Even though it sounds routine, somehow it always presents new challenges with mandated cuts, rate increases and changes in statutes. Amendments require a repeat of the expenditure schedule process, however many times through the year an amendment is required for any fund that it affects. This year was no exception due to a mid-year 3.4% cut in the State General Fund. Additional financial challenges resulted with increases in both employees' health and agency liability insurance, escalating telecommunication costs, and mandated filtering for the State Library Network just to name a few.

The following charts are provided for fund sources and expenditures for fiscal year 2003. Each fund has been summarized to show percentage of fund used for operation expense, such as utilities, copiers, equipment, etc.; library services which are services that aid the library community; and library grants are funds that are paid directly to libraries.





The most painful challenge in fiscal year 2003 was a mandated 10% cut for the fiscal year 2004 Expenditure request—more on that next year.

Understanding the differences between funds can be confusing. For fiscal year 2003 the Library Commission operations consisted of six funds with four types of appropriations. An appropriated fund (General Fund) is an amount authorized by statute that can be spent for a specific, such as personal services or unclassified purpose such as office supplies. The amount spent against the appropriated account cannot exceed the total appropriation. This fund expires at the end of the fiscal year with a 13th month to follow to allow payment of goods or services received prior to July.

Appropriated special revenue (Lottery Fund) is appropriated on a line-item basis in the appropriation bill. This fund is treated the same as the General Fund for appropriations, payment and expiring terms.

The Federal Fund Revenue received must be appropriated on a line item basis. Legislative authorization for spending authority must be given. Funds carry over to the new year and if additional spending authority is required the agency must receive approval by the Legislature, or the Governor if the Legislature is not in session.

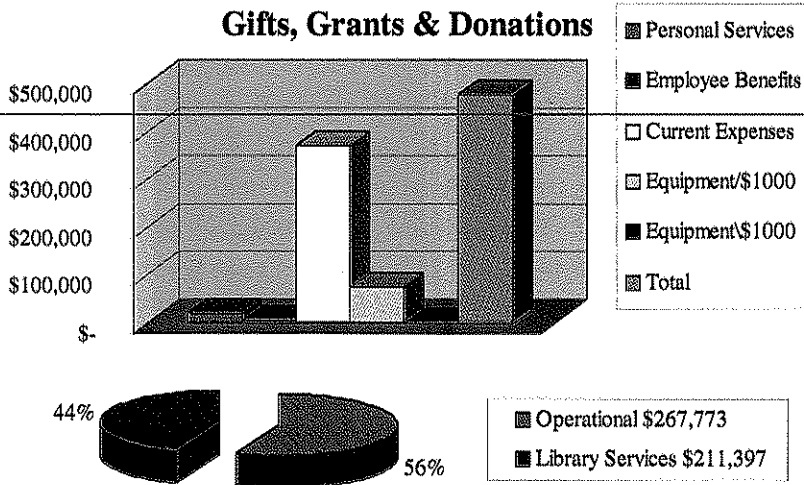
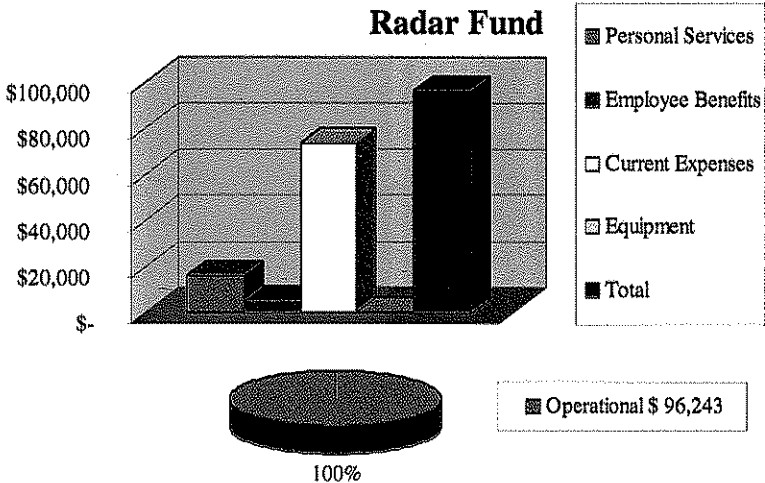
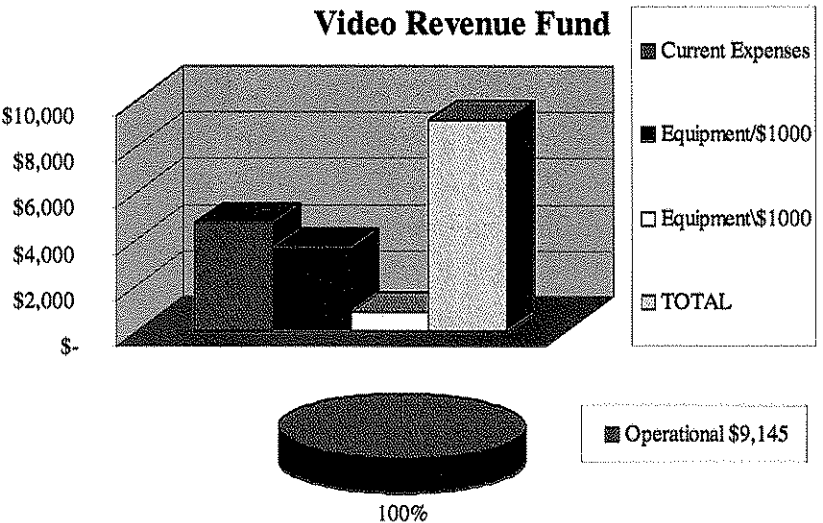
The remaining funds are special revenue accounts with various revenue sources—Video Fund, Radar Fund, and Gifts Grants and Donations. These are non-expiring accounts, but

still are required to have an expenditure schedule filed with collections and expenditures.

Introducing “payroll in arrears for new employees” created a new challenge for payroll. New employees are required to work a month before they receive a check. The Auditor’s office is trying to determine what process will allow the addition of all employees to this schedule. In the meantime, it involves juggling two processes for the agency and this requires special attention at the end of the year to match budget appropriations.

One of the most unusual requests for Building Services was to dismantle the Instant Library located in the lower level of the commission for reconstruction at a library site. Building Services is to be commended for its performance, not only for this most unusual assignment, but also for meeting all the challenges associated in relocating the Communications, Cataloging/Processing and Blind and Physically Handicapped Departments. The numerous shelves from the Blind and Physically Handicapped Library that contained over 46,000 books, both hardback and cassette format had to be moved from one end of the building to the other.

Once again, challenged with painting, breaking down and reinstalling workstations and then finally, the removal of the many tractor-trailer truckloads of items to Surplus Property, Building Services did so with agility and patience. All of Building Services challenges were met in a record time of two months.



Communication Services is responsible for educating and informing the public through Public Relations, Print and Television services (Library Television Network) about events affecting libraries and the West Virginia Library Commission. In addition to these responsibilities, Communications provides service to libraries in developing, designing and producing promotional and support materials to distribute in the libraries' communities. As part of WVLC's statutory charge, Communications also produces, prints and mails the Annual and Statistical reports for the agency.

During the past year, Communications has written and/or released statements to the press regarding the passage of the Children's Internet Protection Act, the Letters About Literature contestants, the Digital Bridge Initiative, and a reception hosted by WVLC to honor Senator Jay Rockefeller. In all, Communications issued 26 press releases in Fiscal Year 2003. Although libraries received press releases in some of the cases, Communications provided additional information affecting their services via an electronic News Bulletin issued every other Friday.

When the urgency of a press release is not required, Communications issues information through the Quarterly Library Update. These Library Updates are written, printed, and then mailed to the Governor, the WVLC Commissioners, the Secretary of Education and the Arts, the State Legislators, U.S. State Libraries and all instate libraries. This year, two stories and numerous photos by Communications were featured on the front cover of *Stateline*, a newsletter distributed statewide by WV Division of Personnel. While one article focused on the services provided by WVLC Reference Library, the other focused on the updated sets, equipment and services available through WVLC's Library Television Network. The articles increased public awareness of the agencies services.

As part of the objective to support libraries, Communications continues to design and produce application cards, hold notices and request cards for individual libraries at their request, as well as providing designs for special needs or events. Six event posters were designed, printed and distributed statewide. As in years past, Communications produced posters for National Library Week, Children's Book Week, National Poetry Month, Literacy Month, Fine Free Week and Summer Reading. An opportunity to work with West Virginia's Poet Laureate, Irene McKinney, allowed Communications to develop a poster for a collaborative celebration of both National Library Week and National Poetry Month. Autographed posters were presented to the Governor and to the students winning honors in the Letters About Literature contest. Additionally, Communications completed a poster design at the request of RADAR following the theme of *Share the Vision*.

Bookmarks, flyers and brochures continue to be popular requests, and Communications has produced original designs for Summer Reading Program, Children's Book Week, and WVLC. Flyers and brochures prepared to inform patrons of WVLC services appeared at various locations and presentations including West Virginia Library Association's Annual Conference and Spring Fling, Law Day, WV Book Festival, Ohio River Book Festival, and Public Service Recognition Week. Additional presentations, incorporating computer and video images designed by LTN and the Communications printing staff, occurred at Digital Bridge receptions held in libraries throughout the state and hosted by WVLC and Verizon. This year Communications produced various maps to support library services. Included among those maps are library sites, sub-hubs, service center libraries, and network libraries serving the blind and handicapped.

As part of WVLC's role in an ongoing project promoting West Virginia authors, Communications worked throughout the year on the radio series *In Their Own Country*. The series, which features interviews with fourteen West Virginia writers, was produced in cooperation with West Virginia Public Broadcasting, WV Humanities Council, WV Division of Culture and History, and the Charleston Gazette, and most recently has won a Gabriel Award for programs that uplift the human spirit. Communications designed, produced, printed and/or distributed posters, flyers, bookmarks, order forms, CD designs and covers, and brochures for the program celebrating WV writers. This active participation coincided with Communications' normal production schedule.

Cooperation with other departments and state agencies is still a major aspect of the work provided by Communications. Communications designed, developed and/or distributed materials of interest to public, academic and special libraries, and in some cases, school libraries for other departments and agencies. Trustee's Manuals, Library Advocacy Handbooks and Center for the Book's Letters about Literature books were designed and printed by Communications to aid Library Development staff. Communications also assisted Library Development in the design, printing and/or distribution of surveys for literacy and construction, Service Strategies brochures, Summer Reading Program, and book club databases. Because Communications handles a large portion of the bulk mailings for the agency, other materials of interest to libraries and patrons, such as books, bookmarks, museum guides, book club mailings, brochures, newsletters, and flyers are included in the support materials sent out periodically.

Beyond the designing, printing and mailing services provided by this department, Communications also operates the Library Television Network (LTN). Already producing, filming and

airing 25 programs, three new programs: *History Alive* with the WV Humanities Council, *Prevention WV* with the Prevention Resource Center and *Mind & Body* with a local individual from Charleston have been added to a lineup that fills 72 airtime hours weekly on Charter Cable Channel 11. This year has seen a dramatic rise in LTN viewer numbers due in part to LTN picking up another cable outlet that airs 15 hours of LTN programming twice a week in the Huntington market. This new channel, channel 24, is a public access channel owned by Marshall University and airs on the Adelphia cable system. This new distribution gives us another 28,000 viewers in the Cabell and Putnam county areas. LTN also resumed a program called WV Author with Mountain State Press, which originally completed airings in December 2001.

Throughout the year, LTN produced 230 shows and 8 Public Service Announcements (PSAs). PSAs were developed, produced, and aired for National Literacy Month, Children's Book Week, and for special requests by Governor Bob Wise. Despite a heavy filming schedule, LTN is not simply operating in the studio. LTN transported equipment to shoot footage for public service announcements, to cover several of the Governor's press conferences, to maintain the public address system for all of the Commission Meetings and to record meetings and training classes for librarians.

More special productions were added to LTN's schedule as the need presented. A live two-hour teleconference of the "Town Hall Meeting" with Governor Bob Wise was taped and downlinked to various locations around the state including several local libraries. Again for the Governor, LTN taped and distributed copies of the two-hour 9-11 Ceremony held on the capital grounds. During that same week, LTN also covered the Public Employee's Recognition Week Opening and the Awards Ceremonies.

Additionally, LTN produced, edited and duplicated a one-hour video for the Center for Sustainable Resources called *Creating a Sustainable Rural Economy through WV Agro-forestry Products* for distribution around the state. At the request of the Public Service Commission (PSC), LTN produced nine, one-minute segments consisting of a personal message from PSC department managers for use in PSC's new virtual web page currently in development. LTN was able to edit all nine segments and convert each into two different streaming media formats. This multimedia project format is only the first of many services LTN staff is adding to provide services for state agencies, libraries and the public.

Perhaps the greatest technological turning point for WVLC occurred in the production of a 15-minute video presentation for

the Digital Bridge Project. LTN and WVLC Network Services produced a video to report to the public, the librarians and the legislature, the overall growth of the network and some of the new possibilities created through that growth. This project was the first of it's kind to be completed and mastered on DVD for LTN. Celebrating 25 years on the air, LTN is looking towards the future of technology and the role it plays in the LTN studio. Planning and training are building a skilled staff and a full schedule of high quality programming.

More than ever, Communications continues to keep pace with the rapidly advancing technology through educational training for its staff thereby increasing the high quality public relations, print and television services needed to meet the educational and informational requirements of all West Virginians.

LIBRARY TELEVISION NETWORK
PROGRAM LISTINGS ON CHARTER COMMUNICATIONS CHANNEL 11

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12:00 AM	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	NASA-TV
3:00	Life Challenges	Life Challenges	State Today	Your DNR	Community Issues	Vital Signs
3:30	Distress Signals	Distress Signals	Connecting WV	Mind & Body	Tech Talk	West Virginia Author
4:00	Vitality	Vitality	Air Force News	Say What	Environmental Update	Looking Back
4:30	Forestry Today	Forestry Today	Hope & Help for Families	Fashion Today	Prevention WV	Army News Watch
5:00	Treasury Notes	Treasury Notes	Lifeline	Today in Agriculture	Legal Journal	Senior Connection
5:30	Inside the PSC	Inside the PSC	Developments	DRS-TV	History Alive	Conservation in the Mtn. State
6:00	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	NASA-TV
9:00	Life Challenges	State Today	Your DNR	Community Issues	Vital Signs	Life Challenges
9:30	Distress Signals	Connecting WV	Mind & Body	Tech Talk	West Virginia Author	Distress Signals
10:00	Vitality	Air Force News	Say What	Environmental Update	Looking Back	Vitality
10:30	Forestry Today	Hope & Help for Families	Fashion Today	Prevention WV	Army News Watch	Forestry Today
11:00	Treasury Notes	Lifeline	Today in Agriculture	Legal Journal	Senior Connection	Treasury Notes
11:30	Inside the PSC	Developments	DRS-TV	History Alive	Conservation in the Mtn. State	Inside the PSC
12:00 PM	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	State Today
12:30	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	Connecting WV
1:00	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	Air Force News
1:30	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	Hope & Help for Families
2:00	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	Lifeline
2:30	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	Developments
3:00	Life Challenges	State Today	Your DNR	Community Issues	Vital Signs	Your DNR
3:30	Distress Signals	Connecting WV	Mind & Body	Tech Talk	West Virginia Author	Mind & Body
4:00	Vitality	Air Force News	Say What	Environmental Update	Looking Back	Say What
4:30	Forestry Today	Hope & Help for Families	Fashion Today	Prevention WV	Army News Watch	Fashion Today
5:00	Treasury Notes	Lifeline	Today in Agriculture	Legal Journal	Senior Connection	Today in Agriculture
5:30	Inside the PSC	Developments	DRS-TV	History Alive	Conservation in the Mtn. State	DRS-TV
6:00	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	Community Issues
6:30	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	Tech Talk
7:00	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	Environmental Update
7:30	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	Prevention WV
8:00	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	Legal Journal
8:30	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	*KCS-TV	History Alive
9:00	Life Challenges	State Today	Your DNR	Community Issues	Vital Signs	Vital Signs
9:30	Distress Signals	Connecting WV	Mind & Body	Tech Talk	West Virginia Author	West Virginia Author
10:00	Vitality	Air Force News	Say What	Environmental Update	Looking Back	Looking Back
10:30	Forestry Today	Hope & Help for Families	Fashion Today	Prevention WV	Army News Watch	Army News Watch
11:00	Treasury Notes	Lifeline	Today in Agriculture	Legal Journal	Senior Connection	Senior Connection
11:30	Inside the PSC	Developments	DRS-TV	History Alive	Conservation in the Mtn. State	Conservation in the Mtn. State

*KCS-TV Kanawha County Schools

LTN schedule is subject to change

LIBRARY DEVELOPMENT

Statewide library development is primarily funded with Federal dollars. This year \$964,521 of Library Services and Technology Act funds were used to improve library services to West Virginians. The funds enhanced the skills of library staff and expanded the knowledge of library trustees. Funds were used to develop and support services for children and adults, adults and children with a passion for reading, and adults and children who struggle to read. LSTA funds upgraded hardware and software in libraries, provided access to on-line information resources, including the full-text of almost 3000 journals and magazines, and enabled the West Virginia Library Commission to offer expert advice and assistance to the state's libraries. The mission of the Consultants of Library Development is to ensure that LSTA funding makes a difference in West Virginia's libraries.

Consultants of LD

(To the tune of Gilbert and Sullivan's
Soldiers of the Queen from Patience)

*Consultants of LD
Are intrepid, strong and fearless.
For library advice
We reckon ourselves peerless.
From danger we don't shrink
But here's our main detraction
We sometimes do before we think
For we are folks of action.
We sometimes do before we think
For we are folks of action.*

Identifying the tendency to do before thinking as a detraction of possibly epidemic proportions, the Consultants of LD planned and then acted accordingly. Library director/trustee teams were invited to Glade Springs Resort in May for a two and a half-day planning seminar presented by Marianne Kotch from the Vermont Department of Libraries. The 60 registrants left with notebooks full of forms and a determination to think before doing. That was not the only notebook provided to trustees by the Consultants of LD. After more than 24 months of thinking about it, the Consultants fin-

ished a complete revision of the *West Virginia Public Library Trustees Manual*. The Consultants hand assembled all and hand delivered most of the 600 manuals. The Administrative Consultant delivered manuals to 31 libraries and did not even include these in her site visit total of 41. Each trustee and library director received a copy of the new manual and each library received a paperback copy of the newest revision of *Robert's Rules of Order* to answer those tricky procedure questions.

This was only the beginning of the group's intrepid delivery efforts. The Consultants of LD delivered Service Strategies workshops in regional locations to 100 attendees, provided hands-on Microsoft program training to 550 participants through a grant from the Gates Foundation, launched a series of cataloging workshops, and once again presented the week-long Library Basics Institute. Work began on a joint project with the Community and Technical College of Marshall University to develop a Public Library Certificate Program. This 18 credit program, offered totally on-line, will target current public library employees and those interested in public library employment.

In addition to delivering education, the fearless Consultants of LD arranged the delivery of money, tax forms, Alzheimer's materials, databases, summer reading programs, books, authors, and even a tent.

Library Development awarded LSTA Negotiable Grants to 57 projects: 10 administrative; nine adult; 19 children's; nine collections; and six literacy. The projects included support of the West Virginia and Ohio River book festivals, development of a musical promotion for the Wayne County library, and adult programs on finances and computer literacy. Rupert took advantage of the Camp Out @ the Library theme to write a proposal titled "Help! I'm Too Small" for a tent to provide "Help! I'm Too Small" for a tent to provide much needed additional space for children's programming. Other projects included a CD collection in Morgan County and book establishment grants to libraries with new or expanded facilities in Brooke,

Grant, McDowell and Pocahontas counties. LSTA funds contributed to a presentation by John Corcoran, author of *The Teacher Who Couldn't Read* at the Cabell County Public Library and supported a library based summer literacy program in Martinsburg. Network Services awarded six computer replacement grants and a software upgrade grant for the libraries in the Martinsburg sub-hub.

The Consultants of LD annually designate a proportion of the LSTA funds for statewide projects. The number one statewide project is the EBSCOhost subscription, which gives each of the 174 public library facilities on-line access to journals and magazines. The subscription includes seven databases. MasterFILE™ Premier contains full text for nearly 1,950 periodicals covering general reference, business, health, education, general science, multi-cultural issues and much more, 116,000 photos, maps and flags, 96,600 biographies, 6000 primary source documents, and 161 full text reference books. The other EBSCO databases are in the areas of health, business, and newspapers. Library patrons have access to almost 3,000 full text magazines and journals from computers in the library or from home, school, or office computers. Usage statistics for FY 2003 indicate that library patrons did 60,048 searches and viewed 312,926 pages of full text. That works out to \$1.66 per search or \$.31 per page. This is a dramatic increase over FY 2002 usage of 39,180 searches and 176,339 pages of full text. Library Development explored interest in additional on-line databases through numerous trials. One of these trials resulted in placing ProQuest's HeritageQuest database in 5 public libraries and the Archives and History library for a 12-month pilot study. HeritageQuest is a digital resource that combines searchable images of U.S. federal census records with digitized books containing family and local histories from around the country.

Determined that no West Virginian facing a standard academic or career exam be denied the opportunity to prepare, the Consultants of LD also

use LSTA funds for public library access to Learning Express Library, an online interactive test preparation site. Learning Express Library provides online practice tests that are true previews of the official exams, instant scoring, and explanations of both right and wrong answers. The Adult Services consultant passionately promotes Learning Express Library to students, librarians, teachers, literacy providers, Workforce Investment Boards, and anyone else who will listen. No cat-like treading for her. Being a person of action has advantages.

Not restricting statewide projects to electronic databases, Library Development contracted with West Virginia author Belinda Anderson to present writing workshops in 6 libraries throughout the state. Recognizing and promoting West Virginia authors is another Library Development passion. The Library Development Collection Development Consultant coordinated a joint project with West Virginia Public Broadcasting to produce and distribute CD recordings of hour-long interviews with 14 of the state's most celebrated authors. This complex project involves contract agreements, copyright permissions, production details and distribution strategies. Every public and academic library in the state will receive a 14 CD set of the interviews and access to on-line scripts and indexes.

The Consultants of LD are as interested in potential writers as well as celebrated writers. Library Development is responsible for coordinating activities of the West Virginia Center for the Book hosted by the West Virginia Library Commission. The major activity is participation in the Letters About Literature reading promotion program sponsored nationally by the Center for the Book in the Library of Congress and Weekly Reader Corporation. More than 350 West Virginia students were among the 31,000 national entries. National judges chose 53 of the West Virginia entries for state level judging. These entries were compiled in a booklet and state level winners and semi-finalists were honored at a ceremony in Charleston during National

Library Week. Winners received cash awards and each semi-finalist received an autographed copy of the National Library Week poster featuring a poem by West Virginia Poet Laureate Irene McKinney who was the keynote speaker at the ceremony.

Folks of action are unable to offer peerless advice without offering corresponding peerless action. Folks of action advise libraries to serve patrons by stocking state tax forms but they also follow up by accepting delivery of 175,000 forms from the state tax department, taking orders from libraries, counting out, re-boxing, and coordinating distribution. Fortunately, this year, the Consultants of LD did not have to brush up their truck driving skills. The Network Services staff generously offered to deliver tax forms while in the process of delivering computers. Unfortunately, Network Services learned that once is enough.

Folks of action advise libraries how to recover from disasters then follow up by donning boots and jeans to help move books flooded by natural disaster in McDowell County or to help with books damaged while the fire department was fighting a fire next door to the library in Keyser. Folks of action teach others how to weed collections and then help them do it. The Consultants of LD helped weed collections in Hillsboro, Moorefield, and Jackson County. Folks of action advise compliance with GASB 34 requirements then develop workshops to show how. Folks of action review library policies, persuade the Governor to proclaim September as Literacy Month, help develop posters to promote Literacy Month, National Library Week, Children's Book Week, and Summer Reading. The summer reading theme resulted in the Mannington library giving children the opportunity to explore nature at the "Runamucka Forest" created by the staff. They turned the back room of the library into a "faux forest" with trees, stuffed animals, a moon, and sights and smells of the forest. One little girl reported finding 30 animals during her flashlight tour of the forest.

Folks of action don't know the meaning of "normal working hours". They serve on numerous boards and committees, attend library retirements and library openings, encourage book discussion groups, provide library cards and certificates for winners of the Reading Rainbow Illustrators contest, and promote libraries at 5:00 AM on Channel 13's Early Morning show. The Consultants of LD made 99 official site visits this year and at least half that number again delivering trustee manuals, tax forms, and encouragement. A conservative estimate puts annual telephone and e-mail contacts at 936.

Folks of action insist that libraries keep and report statistics; that they comply with state library laws. Then they work like demons to streamline the reporting process. This year, even more items were pre-filled in the annual survey. Libraries were given additional time to submit the annual Grants-In-Aid agreements, Maintenance of Effort forms, and service plans. Meetings with the Service Center directors resulted in the forms for Affiliates being e-mailed to the Service Centers and each director assisting with the collection of data and signatures. Factsheets were developed for filling out the annual survey and for using the data effectively. The Research Librarian, the very model of a modern State Data Coordinator, submitted statistical reports to the U.S. Census Bureau and the National Center for Education Statistics. He quoted stats historical, created charts pictorial, and acquainted all with matters both statistical and cinema graphical. Once again, with feeling.

Consultants of LD

Are intrepid, strong and fearless.

For library advice

We reckon ourselves peerless.

From danger we don't shrink

But here's our main detraction

We sometimes do before we think

For we are folks of action.

We sometimes do before we think

For we are folks of action.

Submitted by the Captain of LD and be it understood I command a right good crew.

LIBRARY SERVICES

Library Services encompasses the Reference and Technical Services departments.

With the consultation of librarians at the Commission, Technical Services began weeding the former Direct Services collection in December. Slowly and methodically, titles were evaluated for inclusion into the third floor collection. Many titles were weeded at the rate of around a thousand a month.

Then in March, Special Services learned that it would be moving to the floor space on the South end of the building. The weeding pace stepped up while Technical Services made plans to move. Six weeks into the move, a situation developed that allowed Library Services only six more weeks for job completion. Because there were many remaining titles that would be beneficial to public and school libraries, an invitation went out to come in and select titles. One public and five school libraries selected over 1,400 titles. Network Services staff helped devise a method for withdrawing all the remaining titles. Over 44,800 volumes were deleted from the WVLC catalog by running jobs on the database of catalog records.

In addition to the 44,800 records withdrawn, agency staff withdrew 23,743 volumes and boxed them all up for Surplus. This work coincided with the adding and processing of 1197 books and 348 media items to the WVLC collection, as well as handling all the year-end ordering and processing of periodicals and newspapers. All of this was done with humor, grace, and good will.

To accommodate the added volumes to the third floor, Reference staff planned — to the hour — what would be necessary for integrating more volumes and new collections. With the help of volunteers, Library Services shifted nearly one half the collection. Even before the year ended, one expected and one unexpected result of the move became apparent. As expected, locating fiction titles and juvenile books became easier for Interlibrary Loan because the WVLC circulating collec-

tion was now on one floor. However, not all titles were cleared out with the jobs run on the catalog. Interlibrary Loan still gets requests for titles that are no longer in the collection. Additionally, the ability to fill ILL requests for fiction began to drop in June.

In an additional moving project, Library Services created an official 3rd floor storage area at the back of the circulating collection. This section was created to bring together titles from various areas — fourth floor cage, previous third floor storage, and the first floor. This area is used to consolidate back runs as well as to create room in the reference ranges on first floor. All material is cataloged. All titles are back runs or discontinued (but useful) titles. All are in call number order with plenty of room for growth. Technical Services staff changed location codes on every volume.

West Virginia material has a way of walking out the door and never coming back. (There are 13 paths that a user and a book could leave WVLC collections without having to stop at the circulation desk.) This year, a “WV Collection” was created at the end of the reference ranges to make these valuable items more visible — visible to staff from the reference and circulation desks, and visible to patrons who often ask for novels and non-fiction titles by West Virginia authors.

As in most previous years, the major collection activities this year weeding the existing book and reference collection and pruning the continuations and standing orders. Reference Services looked at the sacrosanct and expensive Gale series, gulped, and cancelled the least used. Then the U.S. Code Annotated, some major business series, publishing directories, and lesser-used city directories were examined and cancelled.

The challenge of housing all WVLC circulating collections on the third floor turned into the opportunity to weed. By year's end, Reference had created a 12-month plan for weeding to be used continuously. The entire reference collec-

tion was weeded lightly and then its large geography and history section was weeded thoroughly.

During fiscal year 2003, a large number of titles were added to the WVLC circulating collection. The concentration was on titles that would be useful for several years: those on "best of" lists, prize-winners, and public policy titles. The plan was to build a popular reading collection by year's end, however, those plans are on hold because of budget reductions. If series cancellations provide enough savings, plans may restart at mid-year.

For WVLC videos and audiobook collections this has been the transition year. It is the year of the disc. More audiobooks were purchased in CD format than on cassettes, and DVDs are now a fast-growing choice for movies and documentaries.

Although calls and questions are steady, as well as a large number of patrons using our collections, patron numbers still continue the steady decline of the past years. Major users continue to be patrons using the two public Internet computers and patrons checking out selections from the audiobook collection.

Communications created two fliers to promote use of the audiobooks for summer vacation travel and thereby, increased the overall selection rate of audiobooks and books on CD.

Reference was trained on using both EBSCO and Learning Express Library and then worked with Communications for promotional activities. From that adventure, WVLC Reference Library got a story in *Stateline*. Reference continues to build creative displays of materials to highlight "national months" and activities held in the Cultural Center. The Reference library will be expanding its audiobooks to a deposit collection in the Supreme Court Library.

Interlibrary loan (ILL) statistics have gone both down and up. Last year's total requests were 2437 and this year's total requests are 1832. However, ILL requests made by WVLC have more than doubled from 446 in fiscal year 2002 to 979 in

fiscal year 2003. This reflects that WVLC now does interlibrary loans for Mt. Olive, the state's major prison.

In the fall, Library Services began to work with Administration and Library Development to define what was needed for statewide resource sharing. From a technical services standpoint it was obviously the MARC record, actually good MARC records. From this followed the first steps to statewide cataloging training as well as an exploration of resource-sharing software. The librarians around the state began clamoring for cataloging training as their libraries planned the migration regionally to higher level systems. WVLC hired a cataloger who immediately began working with the Continuing Education Coordinator to create an ambitious schedule of training.

Statistics tell the story in the activities of Technical Services. The output this year has been phenomenal: 23,743 items withdrawn meant that each item was removed from the database, stamped and bar code removed, then boxed up for Surplus. The additions included 1,197 books and 348 multimedia items. Each of the titles kept in the move required a location change in the database, and often needed new book jackets and labels. There were 4,903 location changes.

Technical Services division bore the brunt of all the major changes in Library Services. For three months, Technical Services performed their duties while furniture was being moved, a building was being disassembled, boxes of books were being moved out the door, and the sound of shelving clattered all around. Some days saw Technical Services beginning work in one room and finishing work in another distant room. Some days there were no computers, some days no phones. Other days there were no desks. Still Technical Services kept working to withdraw books, check in periodicals, encumber funds, and add new materials. Technical Services' work and good spirits went unheralded except for the satisfaction that good workers get from a job well done.

NETWORK SERVICES

Technology is a fickle thing. What you think you know today is sure to change tomorrow. Since establishing access to the Information Super highway in 1994, Network Services has diligently served and maintained the State Library Network.

Keeping a network of this size current and competitive is an hourly task. Network Services serves all 55 counties in the state and is assigned duties ranging from clearing paper jams, programming routers, providing e-mail, paying phone bills and doing anything else one might consider technical. To offer libraries these services, Network Services must continuously evaluate and upgrade the State Library Network. Because upgrades do not consist of just one computer or just one library, the work must be a coordinated effort involving different divisions of State government, numerous vendors, WVLC and all 174 public libraries. Thankfully, when called upon, Network Services always comes together as a group and performs flawlessly with minimum expense and library downtime.

This year has been especially challenging. It started with a budget reduction and countless projects waiting in the wings for funding. At the beginning of the year, the State Library Network infrastructure was such that it had been updated just enough to function. This was now a big problem. As a service provider, WVLC was facing demands from agencies to provide stricter security regulations, better inventory and greater overall representation within the technology committees that comprise the Governor's Office of Technology and the Information Technology Council. Since the beginning of the year, Network Services has assigned representatives in two committees and three users groups. Additionally, Network Services made it a point to comply with all State and Federal mandates making technology as safe and enjoyable as possible for patrons statewide.

Over the years, the State Library Network structure was much like a big house that offered

many rooms and services. The problem was, the house had a door that was wide open for anyone or anything that felt like destroying or stealing its resources. The network's function was such that it offered the many online services but lacked the security that kept users and resources safe. Late last year, the Information Services and Communications department scanned the different networks that make up the state for vulnerabilities. This scan made Network Services aware of some serious problems. The Library network, one of the largest in the state, got the equivalent of a condemned notice. WVLC was given the opportunity to clean this up or have someone do it for us. To start the year, Network Services worked out a plan to put the entire network behind a private IP firewall. The idea was to offer all the current services, but keep our resources hidden except to those who need them. In short, close the door. Network Services, working with West Virginia Networks (WVNET) started planning the upgrade. As with any major change, Network Services met some resistance at first, but soon convinced all involved that it would be done with minimal downtime, no cost to the libraries and offer even more secure services in the end. So in pursuit of a Private IP network, Network Services followed this plan of attack:

- a) Met with all regional directors by July 2nd. Traveled over 1500 miles and visited 7 regional libraries in two days. A web page was created to keep libraries abreast of changes. This page had a calendar, a technician tracker, a FAQ and FYI page all setup to give libraries an idea of when Network Services would be at each site, and what to expect when we left.
- b) Started actual changeover in the northern LATA on July 7th. The northern area was completed on July 29th.
- c) Southern area change began on Sept. 9th and was completed on Nov. 1st.
- d) These changes included removing 25 Class C IP addresses and replacing them with one Class B subnet. This gave all libraries 253

usable numbers for online devices. Prior to this change they were limited to a maximum of 14.

- e) Completely revamped the Domain name services (DNS) for all library web servers, Regional hub catalog and e-mail servers. Total DNS entries programmed during changes: 79, Total PIX translations: 257
- f) With a minimal amount of libraries having one day of down time, this upgrade took 10 actual workdays to complete statewide,
- g) Technicians drew LAN maps to include library layout, online devices, IP numbers, router area and passwords. These maps are located at the WVLC in Charleston
- h) Total Libraries visited: 178. Online devices changed (Routers, printers and computers): 1,824. Mileage: 6,989
- i) The results of the second vulnerability scan were released on March 4th. Library network went from 560 pages of security flaws to four. These four pages were all minor infractions and were quickly patched.

Then Network Services began working on their largest project to date, the Digital Bridge. With bandwidth problems and maintenance costs, the State Library Network was starting to show its age, but because of serious funding issues, a facelift was out of the question. Additional network problems arose with the decreasing price of individual PCs and peripherals. Lower prices allowed more libraries to buy their own computers, and the more PCs that were plugged in to the network, the slower the traffic moved. This new development was causing serious problems. Then an opportunity came to renew an old partnership.

Network Services first met with Verizon on July 1st. This meeting began a series of events that will keep West Virginia's Libraries in the forefront for years to come. The Digital Bridge project is a collaborative effort with Verizon Communications, state community colleges and workforce

investment boards designed to increase the quality, availability and portability of adult centered, work related electronic learning opportunities. Although a host of agencies are involved, Network Services' mission is to act as liaison between all parties and to create the schedule and infrastructure to make the project a success. The reality of this project is a much-needed boost for the Library network. Initially scheduled over a 3-year period, in only one year, Network Services achieved the following results:

- a) Attended Governor's press conference to kick off project (09/25).
- b) Created multi-media services for and attended the first of six Digital Bridge presentations at Raleigh County Public Library June 17th.
- c) Upgraded 74 of 97 circuits from 56k to T-1.
- d) Installed 80 of 176 Cisco 2620 100mb routers. These routers replace the old 10mb Xyplex routers that have been the workhorse of the network since 1994.
- e) Installed two RP7410 Class HP Unix servers. These servers initially replace four Unix systems, and will house catalog services for 115 libraries. Fifty-one in the North and 64 in the south.
- f) Completed two years of the schedule and started on the third before the end of the year.

The Digital Bridge helped create a smoother flow of traffic so that when the Appalachian Regional Commission (ARC) computers were ready to be purchased and installed, Network Services was ready. The ARC award placed two (2) computers each in 20 separate public libraries as well as one (1) computer in 25 additional libraries. The placement of these computers offers patrons Internet access and a full range of online resources. To save WVLC funds, Network Services volunteered to deliver Tax forms, usually distributed by Library Development, at the same time as the

scheduled installation of the ARC computers. The first day of the deliveries, the temperature was minus 5 degrees with a foot of snow accumulated on I-68. Because of the rural makeup of the state, the majority of the total mileage was on snow covered back roads, but Network Services plowed forward and successfully completed the following actions:

- a) Visited 48 libraries, and replaced 65 PCs with ARC systems
- b) Delivered 399 boxes of State tax forms throughout the state.
- c) Completed deliveries and installations in 5 days traveling 4,765 miles.

The Children's Internet Protection Act (CIPA) legislation was passed on the last day of the 2001 fiscal year. Libraries were told to start filtering or lose the life-blood LSTA and e-rate funds that keep them online. Thanks to forward thinking, Network Services addressed the possibility of filtering during the planning of the private IP network scheme, and as a result, hit the switch with no downtime and with very little bandwidth issues. Within hours of the ruling, Network Services placed the entire Statewide Library Network behind a filter meeting CIPA requirements. As of this date, WV libraries are the only ones that can claim such a quick and successful transition. Contributing to effectiveness of the plan, Network services:

- a) Purchased two hardware devices that would sit between the WVLC private network, and WVNET's public network. One north and one south.
- b) Assigned and mailed a user name and password to each library so that they could bypass the filter under certain defined circumstances.
- c) Designed the traffic pattern as such that only outgoing HTML traffic would hit the

filter, incoming and all catalog traffic would ignore it.

- d) Was able to set parameters to insure certain entries such as EBSCO and other on-line IP recognition software would still function properly.
- e) Was able to comply 100% statewide with no cost to public libraries.

Other accomplishments worth noting include:

- a) Catalog upgrades: The Martinsburg regional hub was the third of seven to take advantage of funds available to change catalog software. They chose The Library Corporation(TLC) as the vendor and were online by May.
By the end of the year, the Raleigh / Parkersburg and Clarksburg / Weirton regions were still in the demo phase.
- b) Education: The staff attended and provided a class at Library Basics week in Flatwoods. Technicians provided "when to call a tech" training to libraries statewide. Staff provided e-mail class, and attended class on setting up filters. These filters were setup and cut SPAM mail by 33%. All Apache web software was upgraded at the same time. Staff attended WVNET conference in Morgantown. Network hosted a 2-day technology conference to explain the major changes taking place. Provided "job shadowing" for 15 local high school students.
- c) Award nomination: The Network was nominated by the Governors Office of Technology to compete for the coveted National Association of Chief Information Officers (NASCIO) award. The Library network was the only nomination in the state for the Communications Infrastructure category. This is the 2nd national nomination for Network Services.

SPECIAL SERVICES

Special Services houses the Regional Library servicing the Blind & Physically Handicapped as well as the Clearinghouses for the Division of Tobacco Prevention (DTP) and RADAR (Regional Alcohol Drug Awareness Resource). One of the goals of Special Services is to provide public library services in non-print formats. The collection of 74,957 volumes circulated 98,137 in audio formats to 3,503 patrons. The Large Print collection of 6,870 circulated 20,137 times. The collection of 226 Descriptive Videos circulated 1,195 times. West Virginia's patrons using Braille are served through Philadelphia Free Library system. This year 170 registered Braille readers borrowed 5,502 titles. Total circulation of all formats from the Regional library was 136,782.

The Regional library works with four Subregional libraries in the State. Subregional libraries are located in Cabell County Public Library, Ohio County Public Library, Parkersburg/Wood County Public Library and Romney School for the Deaf and Blind. Each subregional serves a multi-county area. This year Parkersburg and Ohio County sub-regionals joined Cabell and Romney by automating with the READS system. Parkersburg was fully functioning in all aspects of the program by spring, and Ohio is in the process of adding bibliographic data for their materials. This automation has an increase in circulation for Parkersburg by 300 titles per month. Circulation for the four Sub-regionals was 55,882 titles.

Special Services was relocated from the North end of the lower level of the Cultural Center to the South end of the lower level. Due to the reduced area, staff needed to evaluate the collection and weed according to condition, dated information and interests. The collection was reduced by 27,000 volumes to accommodate shelf space. Each facet of the services had to be reevaluated according to space limitations. As the Machine Lending Agency for the state of West Virginia, regulations for secure storage were met by building chain-link cages. The last service to move will be the Audio-recording studio. This year the present recording studio was remodeled and brought up to national standards for digital recordings. Thanks to hours dedicated by staff and volunteer narrators, Special Ser-

vices was able to record materials of local interest. Six titles were recorded for patrons that were not available through the network. Our goal is to bring the quality of the recordings and narration up to National Standards so that West Virginia publications can be offered on the network.

Technology has added new tools to the delivery of patron requests. Patrons are requesting titles by e-mail, as well as by U.S. mail, and searches are being conducted through online databases. The newsletter is being sent through e-mail and patrons are able to use their adaptive technologies to format the information to their needs. Staff is able to use these tools of technology to provide information in a usable format in a timely manner.

Special Services also supports and provides for the management of the Tobacco Prevention and RADAR clearinghouses. The Tobacco Prevention clearinghouse distributed 476,409 items fiscal year 2003. Of those items, 127,421 went to other grant holders with the Division of Tobacco Prevention, while the other 348,988 items went to various health care providers, doctors, teachers, libraries and other concerned individuals. The Clearinghouse received a total of 1,100 orders in fiscal year 2003. Grant Holders with the DTP accounted for 131 of those orders while the remaining 969 orders came from other patrons. A majority of the educational items sent from the clearinghouse were requested by the school system for use in the classroom or for other educational functions. The educational materials were also exhibited at various events around the state, such as the State Fair and the State Boys and Girls Basketball tournament, as well as the Division of Tobacco Prevention's State Conference and Grant Writing Workshop. The RADAR clearinghouse distributed 314,979 items fiscal year 2003. The Clearinghouse received a total of 689 orders in fiscal year 2003. A majority of the educational items sent from the clearinghouse were requested by the school system for use in the classroom or for other educational functions. The educational materials were also exhibited at various events around the state such as the State Fair and the Share the Vision Conference held by the Prevention Resource Center.

WVLC STATISTICS
A BRIEF SAMPLE OF SERVICES PROVIDED IN FISCAL YEAR 2003

COMMUNICATIONS

PUBLIC RELATIONS

Press releases:	26
Bulletins:	31

LIBRARY TELEVISION NETWORK

On-Air hours:	4,368
Shows filmed:	230

LIBRARY SERVICES

TECHNICAL SERVICES

Books Processed:	1,197
Book Withdrawn:	23,743
Media Processed:	348
Media Withdrawn:	178

REFERENCE SERVICES

Circulation:	8,351
Patron Count:	27,943
Interlibrary Loans:	1,832
Reference Questions:	5,261
Directional Questions:	322

LIBRARY DEVELOPMENT

Site Visits:	219
Contacts:	2,288
Workshop attendance:	817

NETWORK SERVICES

Site Visits:	601
Miles logged:	59,399

SPECIAL SERVICES

BLIND & HANDICAPPED SERVICES

Circulation:	136,782
New Patron Registration:	307

TOBACCO PREVENTION CLEARINGHOUSE

Items distributed:	476,409
Orders Received:	1,100

RADAR CLEARINGHOUSE

Items distributed:	314,979
Orders Received:	689

*“The difficult
we do immediately;
the impossible
takes a little longer.”*

—United States Air Force motto